

PRISM 2006 SOFTWARE GUIDANCE #2: THE PRISM SOFTWARE AND FIREWALLS

A firewall is a device that prevents non authorized users or other computers from accessing a computer or network. You can tell your firewall to allow access to specific computers or networks temporarily or permanently.

If you have recently installed a firewall, it is likely that the firewall's filters prompted you to "allow" or "unblock" access to PRISM when you first loaded the PRISM 2006 Software. If you did not allow/unblock access to PRISM you will be unable to synchronize and you may receive an error message.

The following error messages may result if you are unable to synchronize due to a firewall issue:

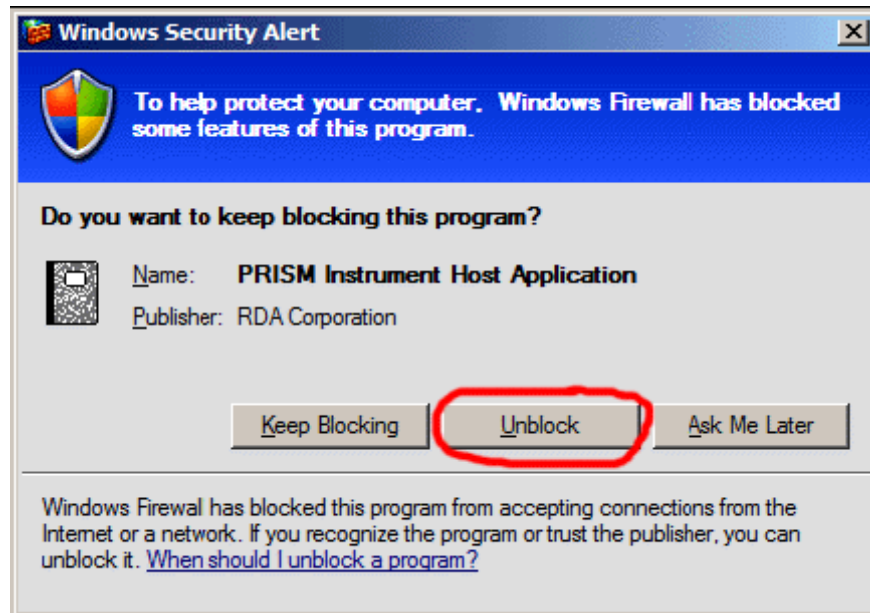
- "Cannot find the target computer" (if synchronizing computer-to-computer)
- "Underlying Connection was Closed, Remote Name Could Not Be Resolved" (if synchronizing with the Web).

The following provides guidance on how to allow Windows Firewall access to PRISM when first installing the PRISM software and how to customize Windows Firewall manually.

NOTE: if you have a firewall installed on your computer you must allow/unblock access to PRISM so that the PRISM 2006 Software is able to exchange information between your computer, the [PRISM website](#), and other reviewers.

WINDOWS XP FIREWALL - FOLLOWING SYSTEM PROMPTS (For a brand new install):

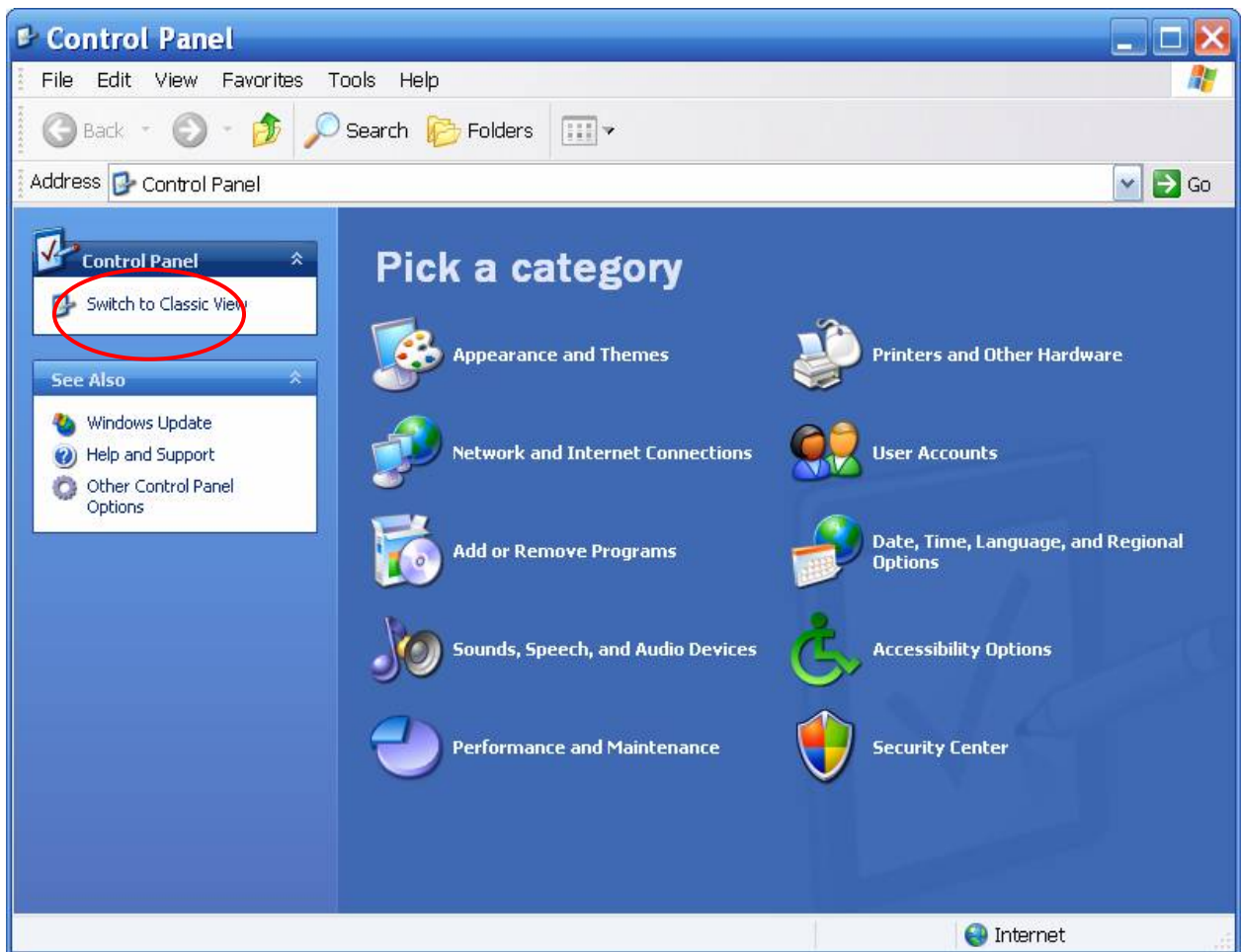
- A. Open the PRISM application (double left click on PRISM Instrument icon). Choose Unblock when prompted. *(See manual firewall configuration document if not prompted).*



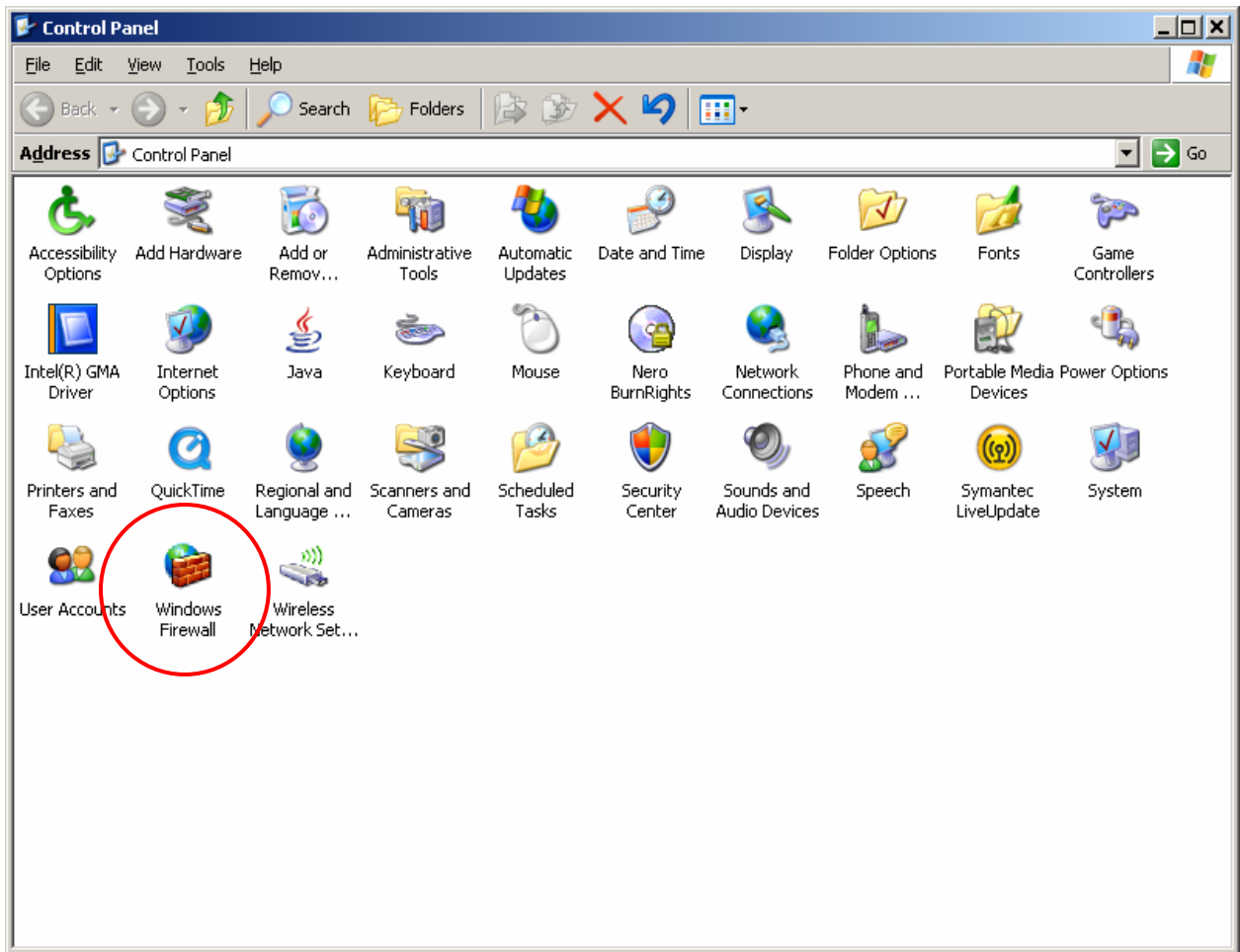
- B. After unblocking connections attempt synchronization. If you are successful your firewall has been properly configured.

WINDOWS XP FIREWALL – MANUAL CONFIGURATION—if you have a firewall that currently does not allow/unblock access to PRISM:

- A. Go to Windows Start (bottom left corner of screen), and select Control Panel
For classic (standard Windows) view, select Settings then Control Panel
- B. From within control panel, select Switch to Classic View from the left hand side

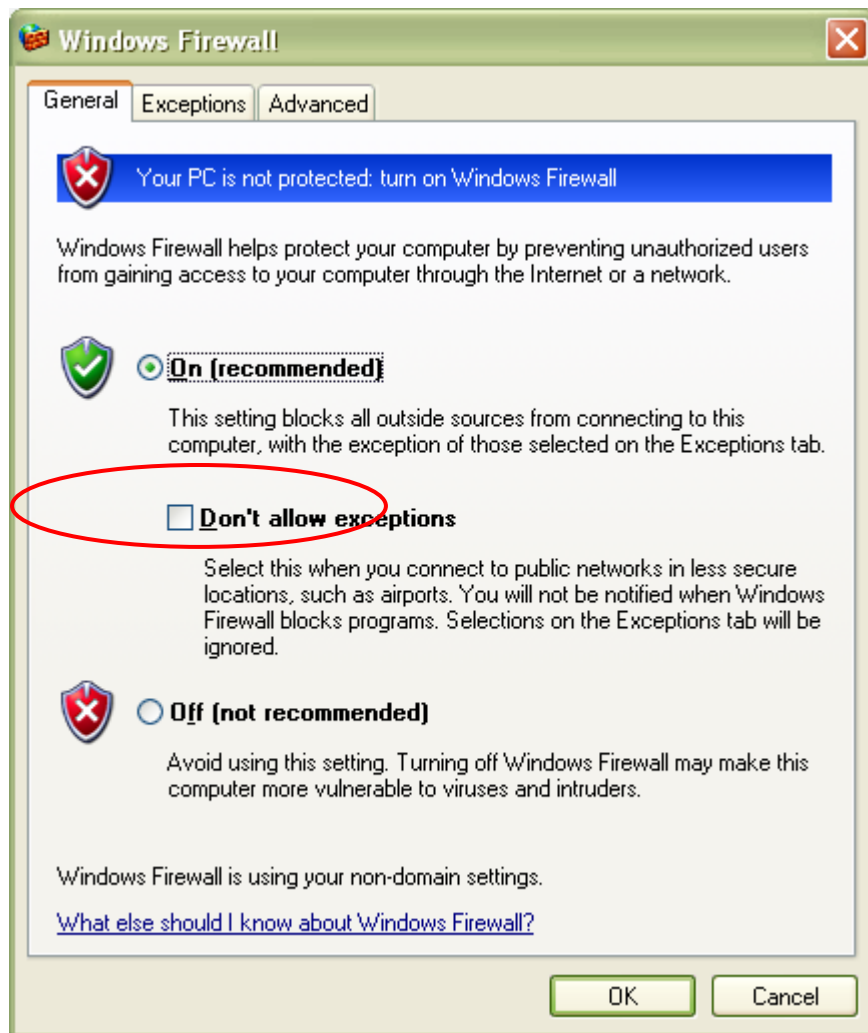


C. Locate icon for Windows Firewall and double left click



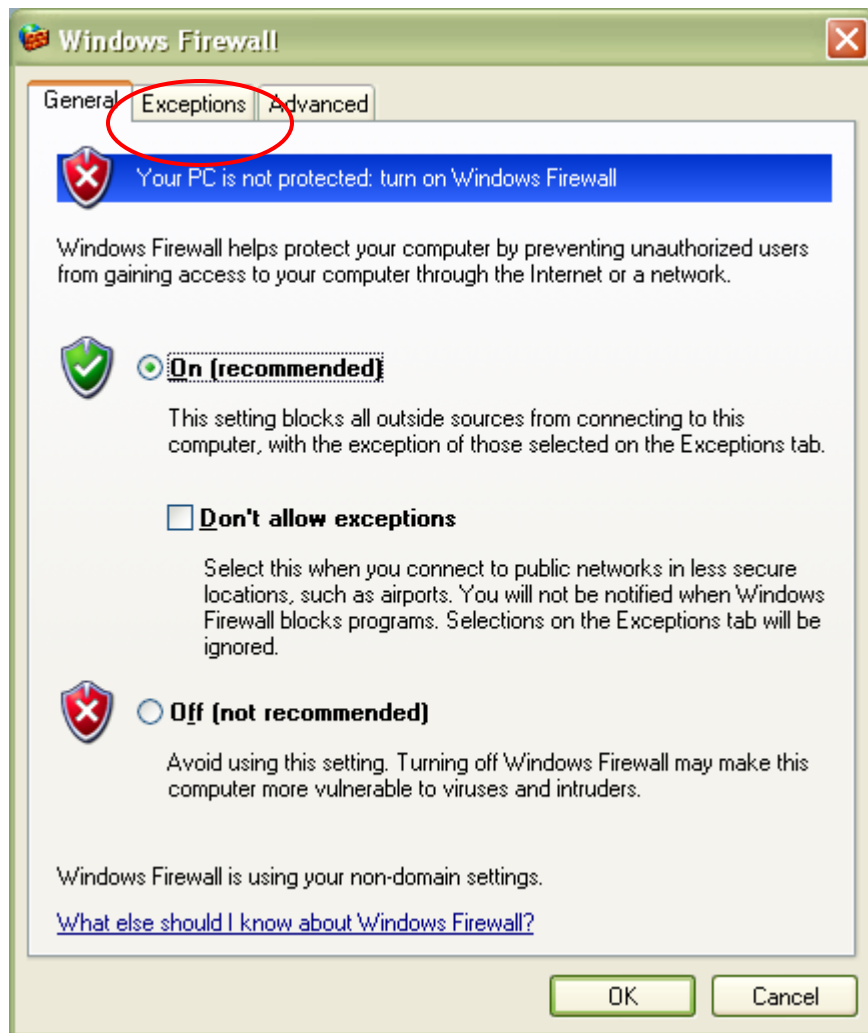
NOTE: If you do not find the Windows Firewall you may not have Windows XP Service Pack 2. These instructions apply only to Windows XP Service Pack 2 and greater, please use windows update feature to get Service Pack 2. If you need assistance, please contact the [PRISM Helpdesk](#) at 1-800-518-1932.

D. At the next window, be sure that "Don't Allow Exceptions" is not checked

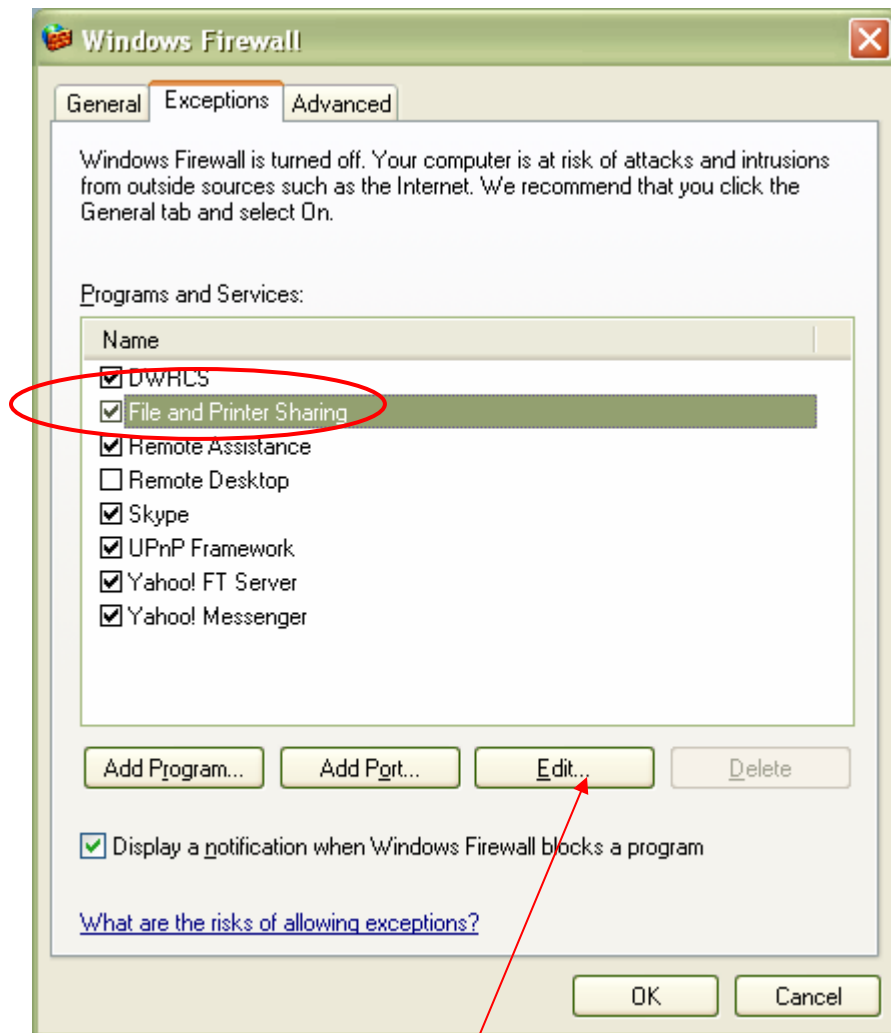


E. Define Firewall Exceptions and add PRISM as a safe program:

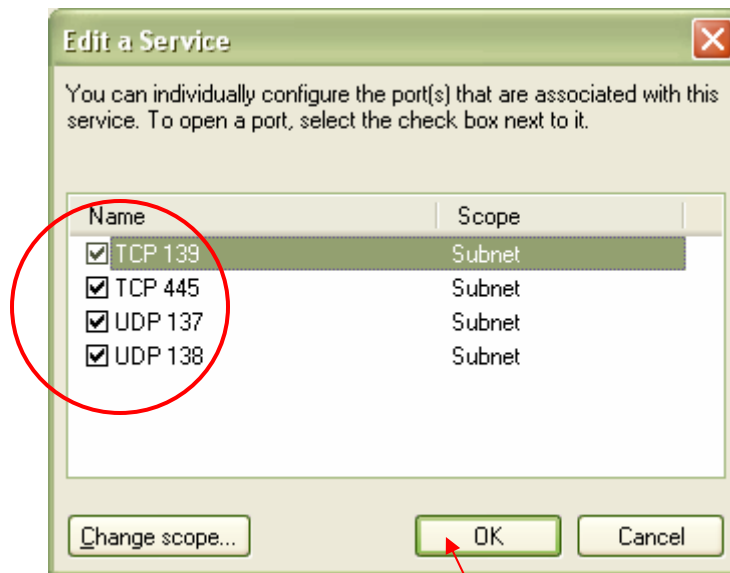
➔ Select the Exceptions tab.



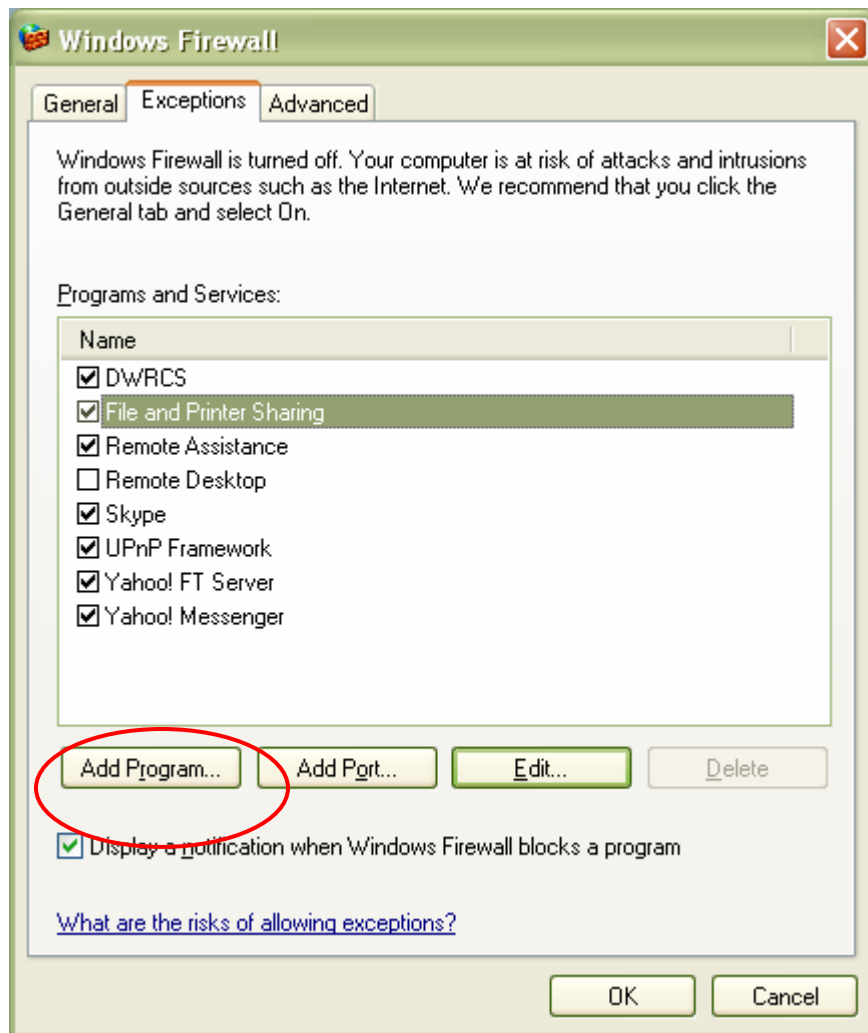
- ➡ Highlight the item labeled File and Printer Sharing (be sure this is checked).



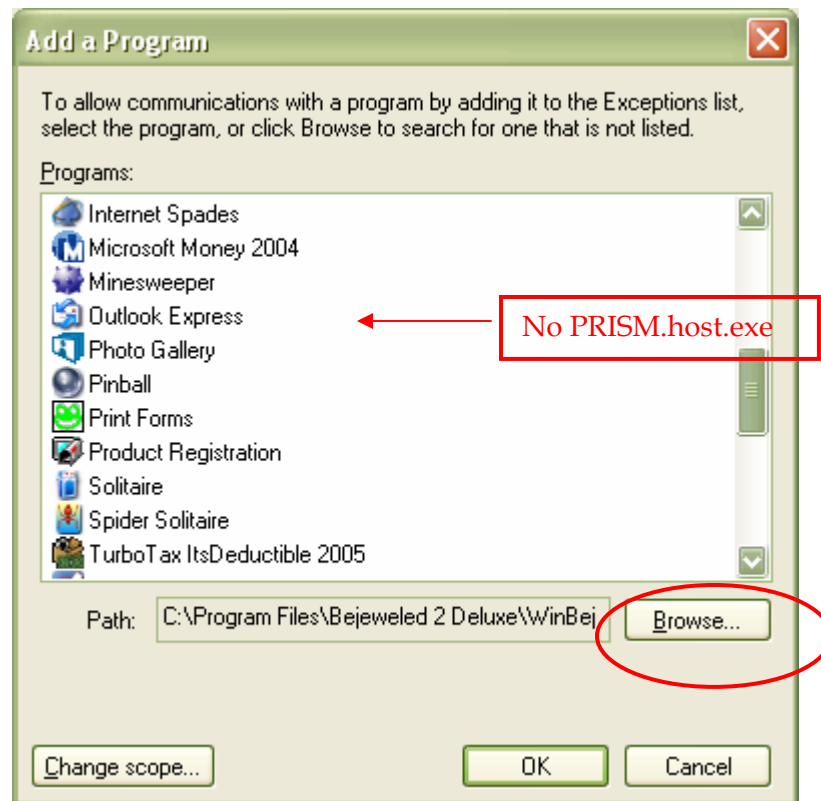
- ➡ Left-click the Edit button
- ➡ At next window be sure that TCP 139 & 445 are checked, as well as UDP 137 & 138



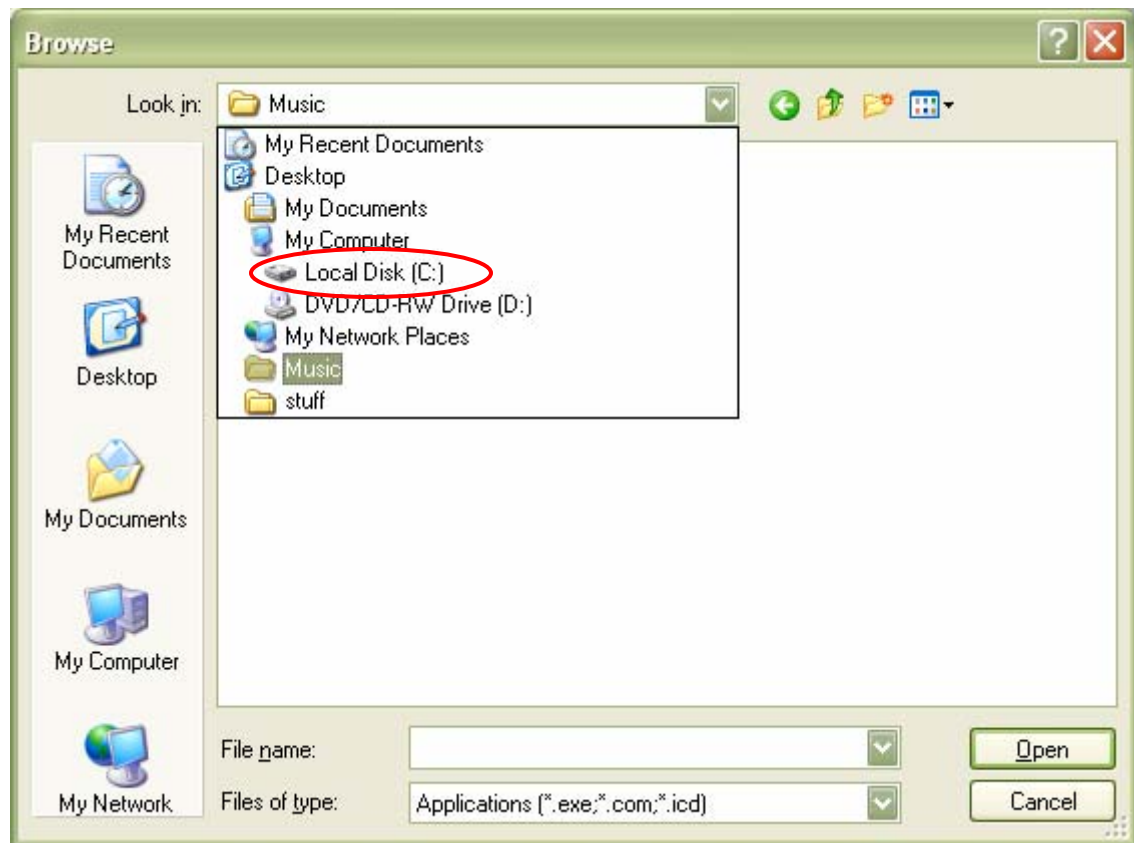
- ➡ Click on OK to close the window
- ➡ Click on the Add Program button (at the Windows Firewall window)



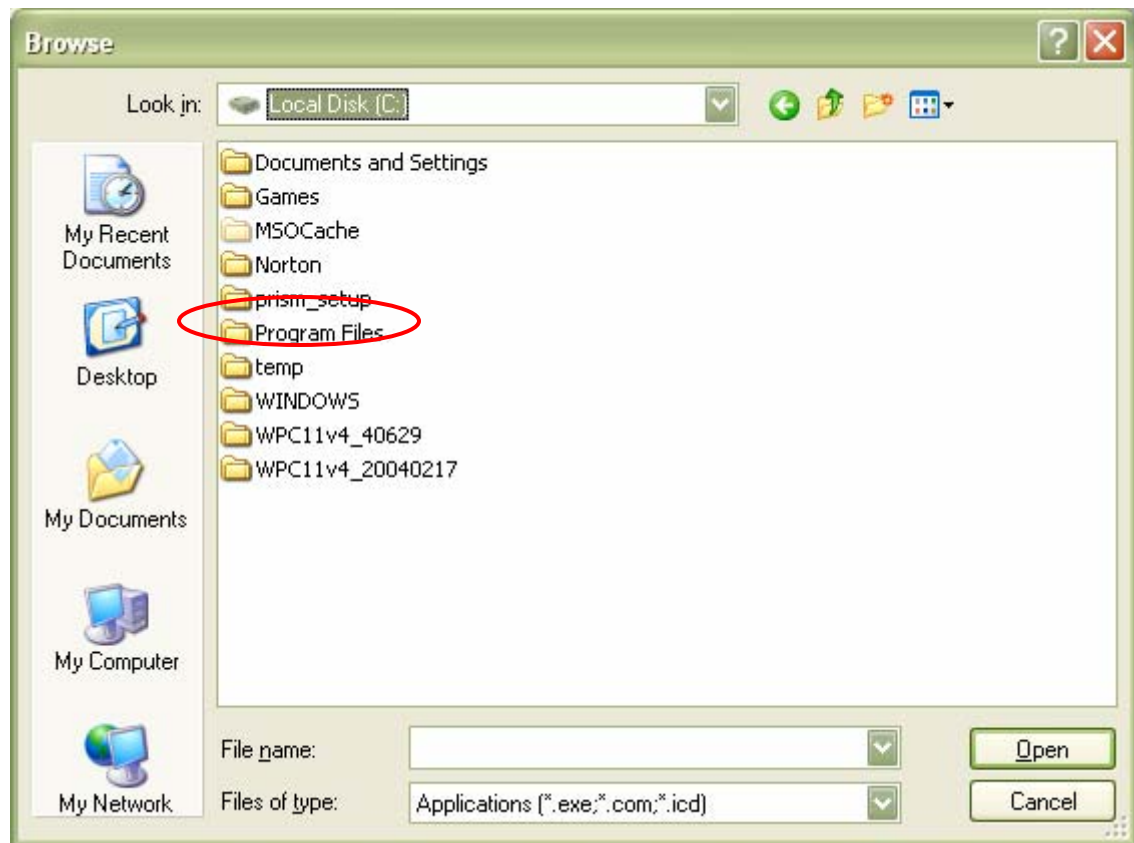
- ➡ Locate PRISM.host.exe in the list of Programs, if not there then Click Browse.



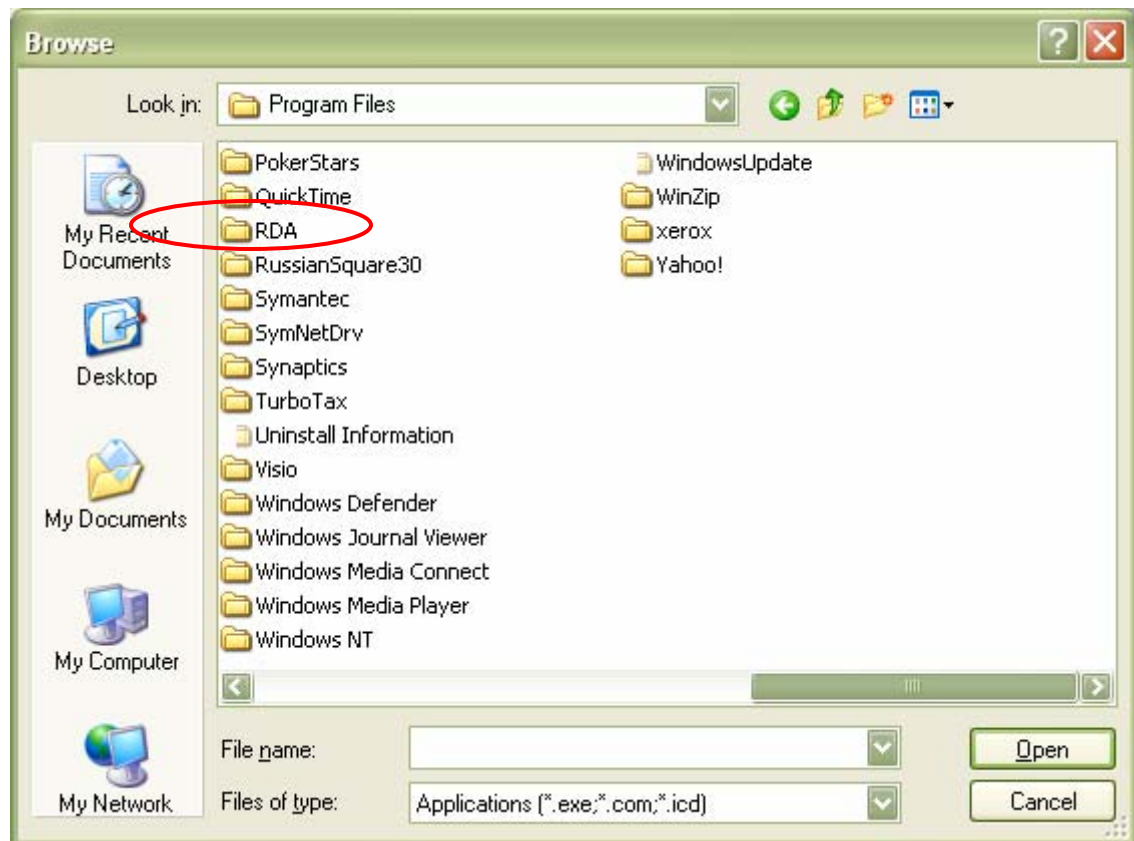
➡ In the drop-down, select Local Disk (C:)



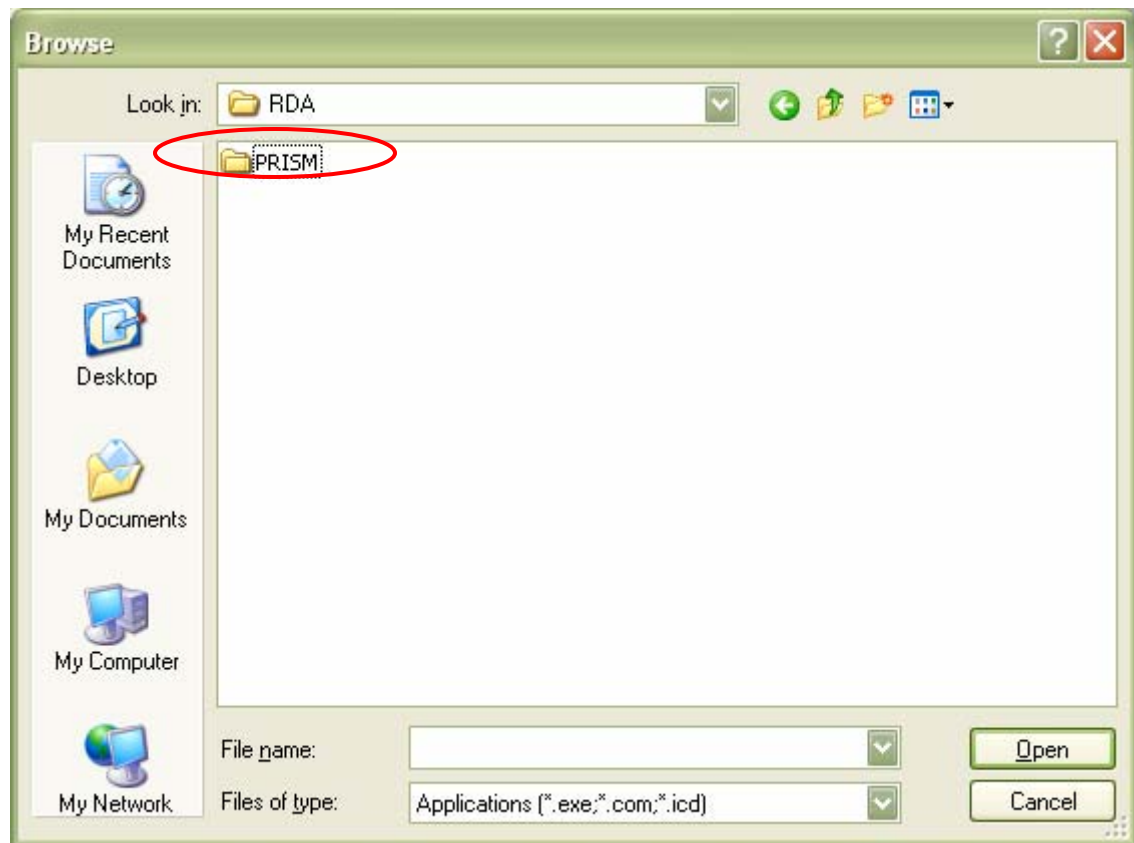
➡ Double left-click the Program Files folder



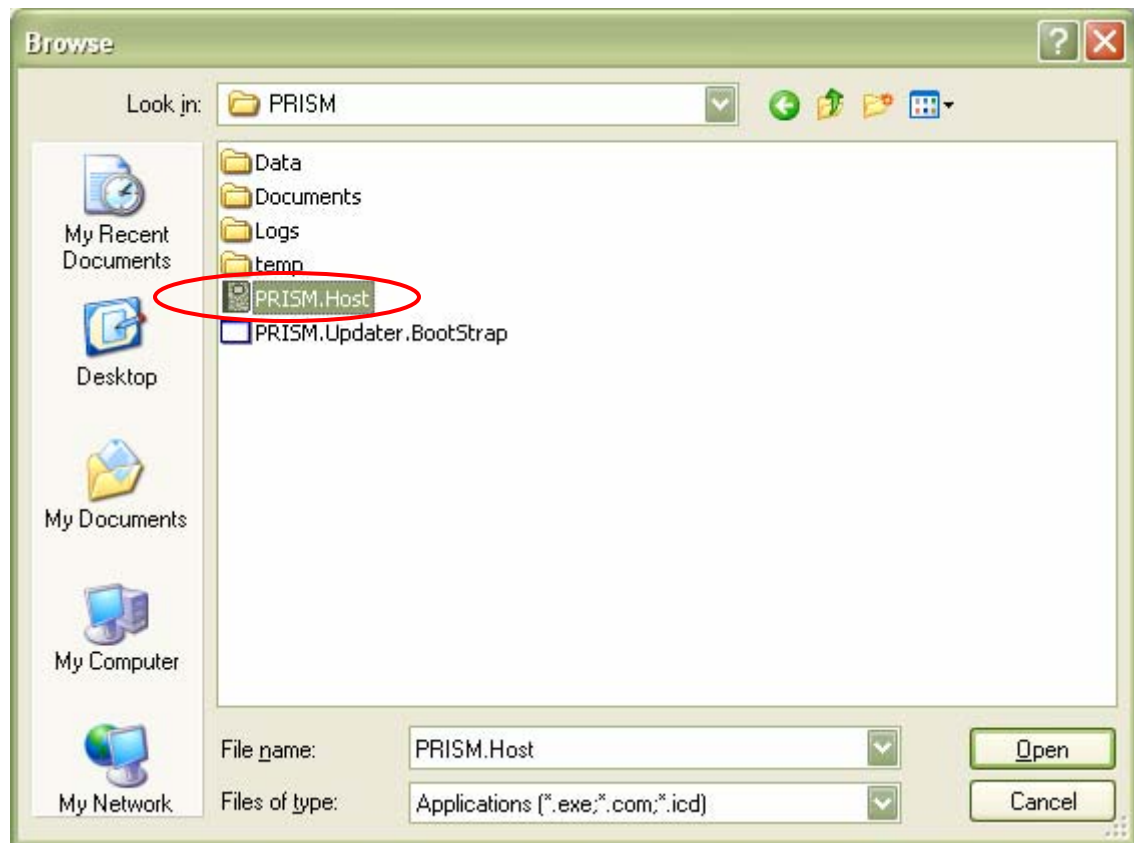
➡ Double left-click the RDA folder



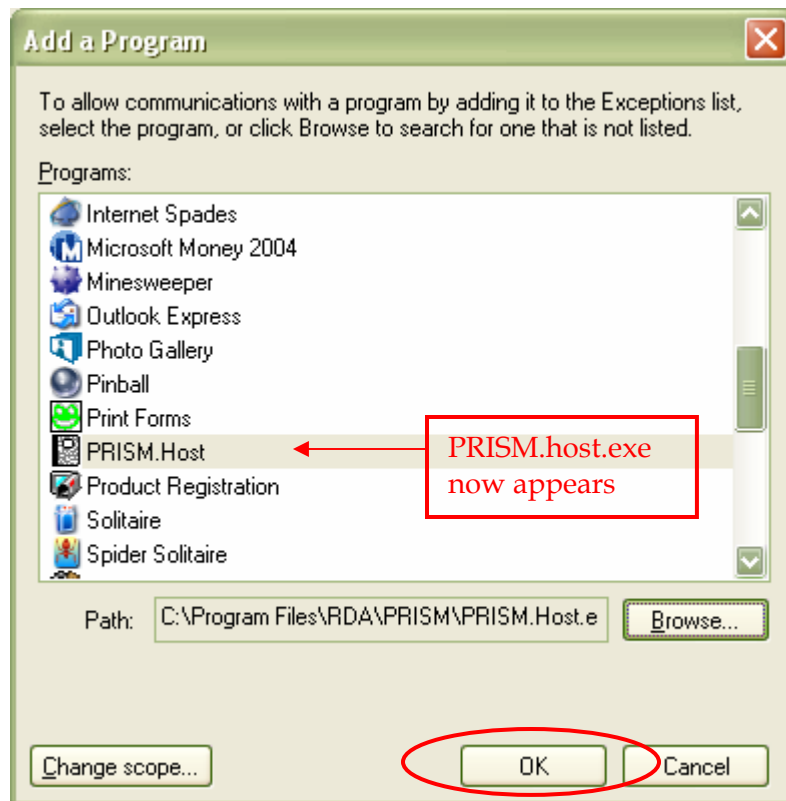
➡ Double left-click the PRISM folder



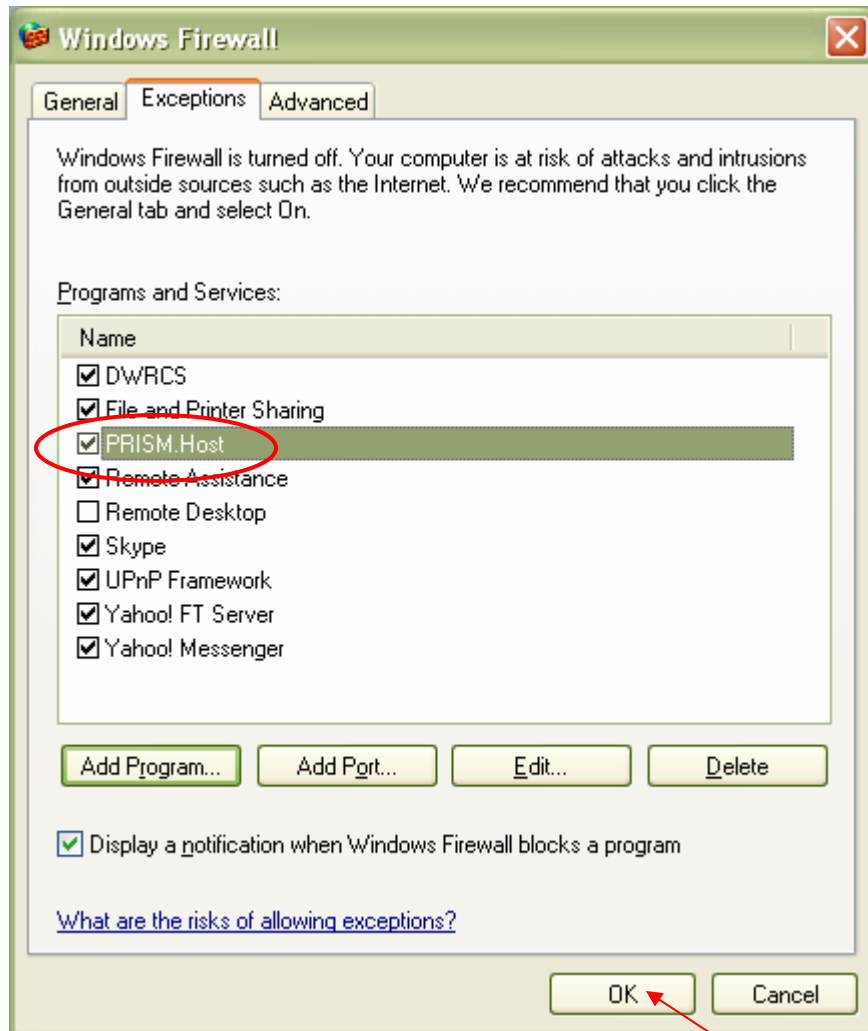
➡ Highlight PRISM.host file and then select the Open button



➡ Select the OK button at the Add a Program window



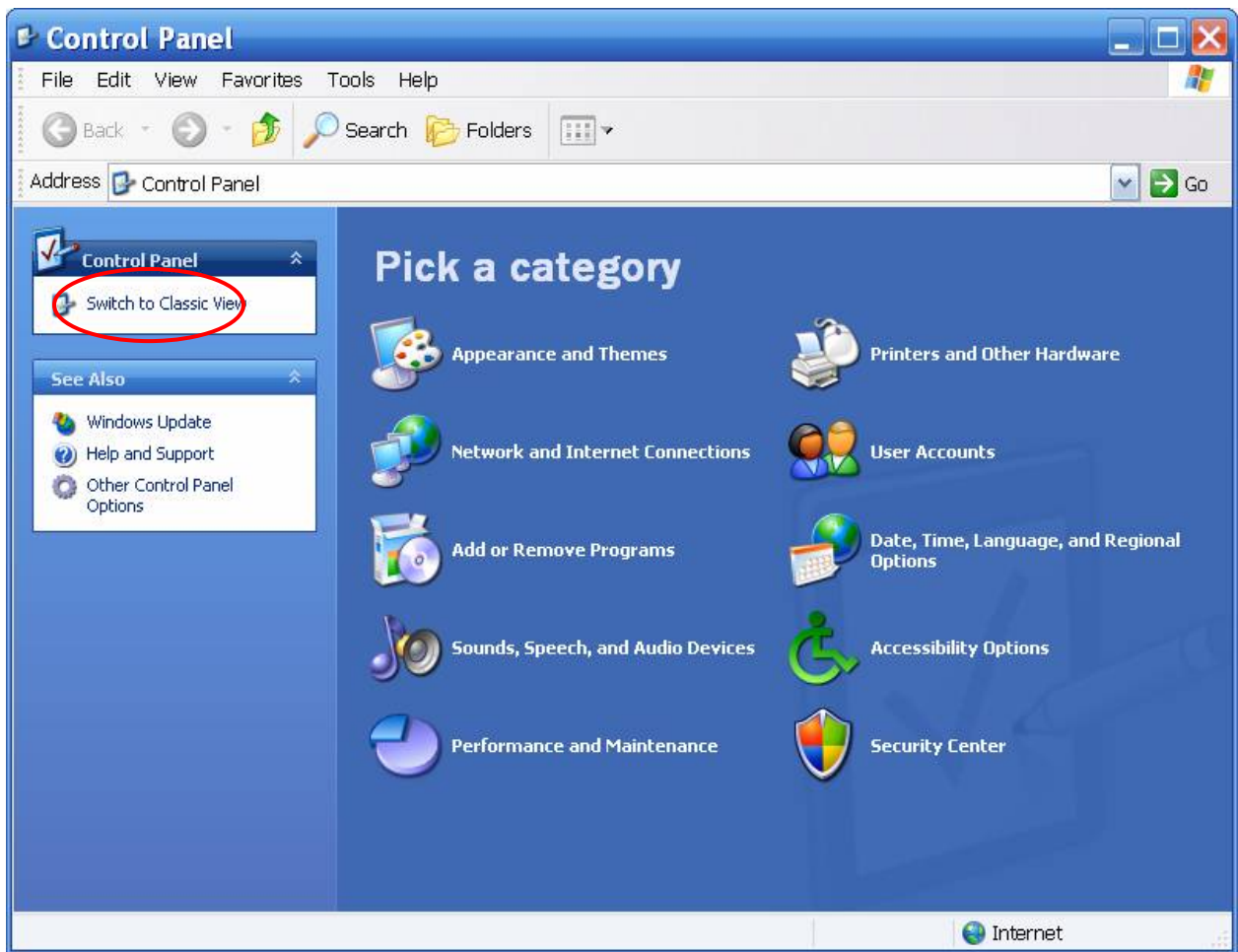
➡ Place a check next to the PRISM Instrument program



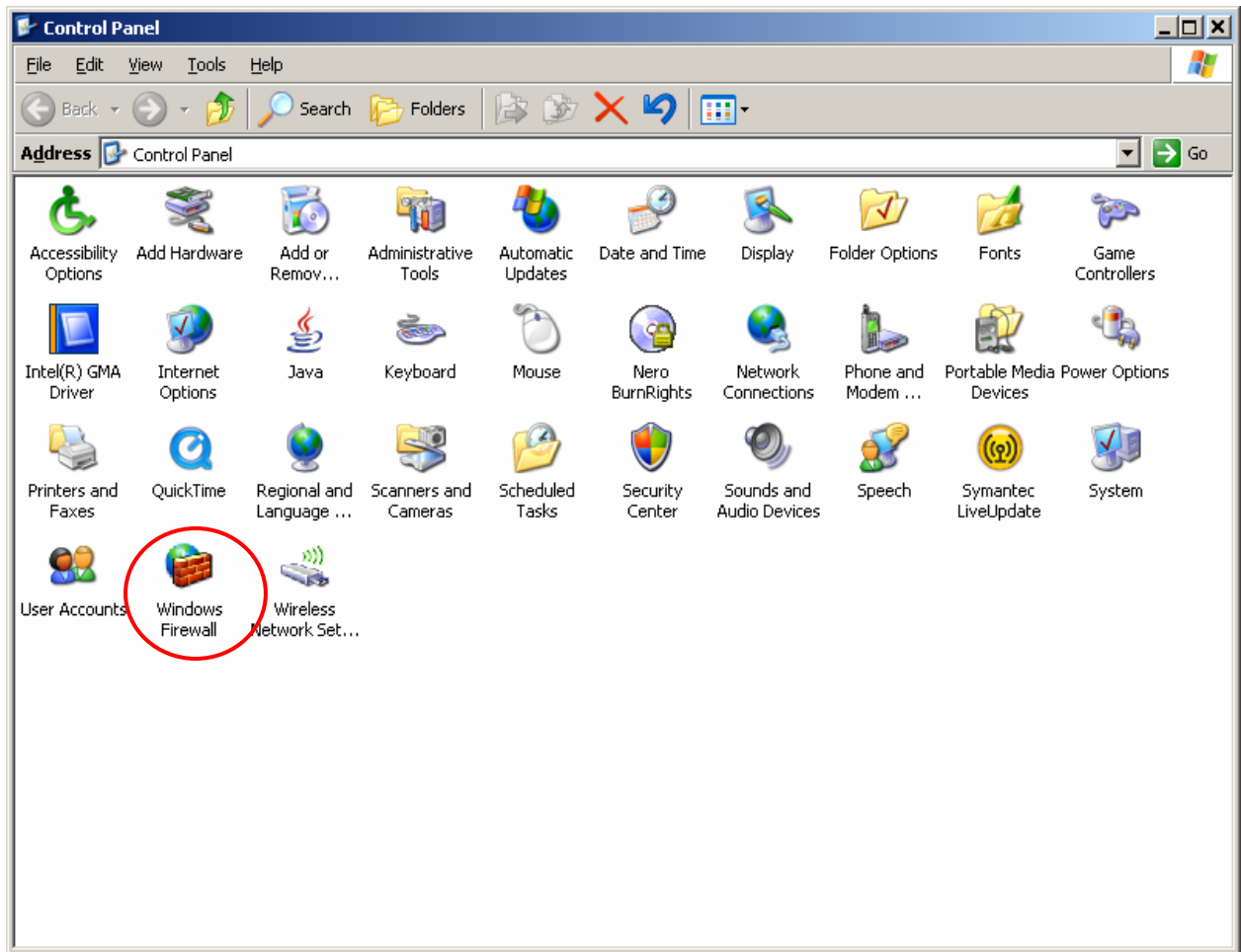
➡ Click OK to close the Windows Firewall window

WINDOWS XP FIREWALL – DISABLING THE FIREWALL

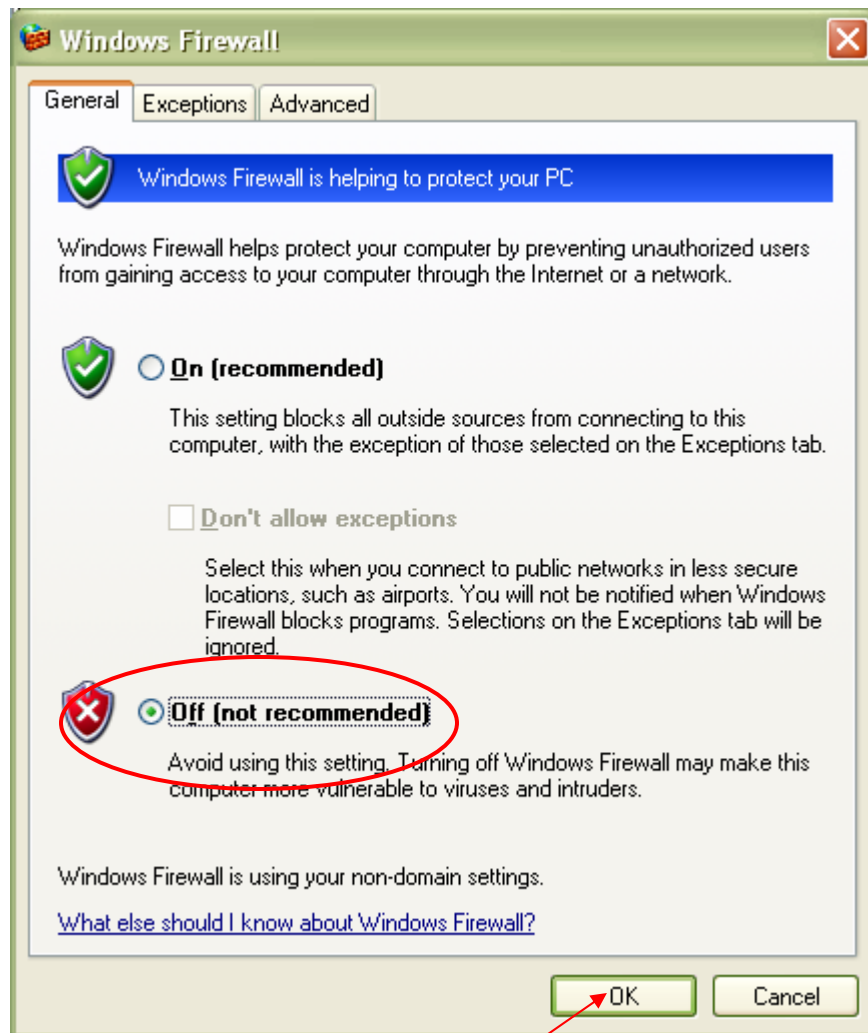
- A. Go to Windows Start (bottom left corner of screen), and select Control Panel
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- B. From within control panel, select Switch to Classic View from the left hand side



C. Locate the icon for Windows Firewall and double left-click



D. Click the button next to the item labeled "Off (not recommended)."



E. Click OK to close the window.

The PRISM Helpdesk will provide technical support for four brands of software firewalls:

1. Windows XP
2. Norton
3. McAfee
4. Zone Alarm

NOTE: For additional technical support with firewall issues please contact the [PRISM Helpdesk](#) at 1-800-518-1932.